

PASSPORT To Health

Provider Newsletter

July-September 2001

Keeping Providers Informed

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24-Hour Coverage

One of the requirements of the PASSPORT To Health Program is that you, as a primary care provider, must provide or arrange for coverage for services, consultations, or approval of referrals 24 hours a day, seven days per week. The coverage must ensure the client does not have to make more than two phone calls to reach the covering provider.

Due to the rural nature of many communities in Montana, we have allowed some communities to utilize the hospital ER as the 24-hour coverage when no other coverage is possible. This is

done only as a last option and an ER waiver must be signed.

One primary goal of managed care is to decrease utilization of the ER by assuring the clients have adequate access to primary care and, therefore, can get treatment prior to the condition requiring emergency services. To achieve this goal the client must have access to a covering provider so that s/he doesn't go to the ER when the condition doesn't warrant it and can get referrals to other providers. Because of this

we only allow an ER waiver when absolutely necessary.

If your normal coverage arrangements will fluctuate during the summer months, please update your answering machine or answering service accordingly.



Client Newsletter

We have included a copy of the most recent Medicaid Passport to Health Client Newsletter. This newsletter is produced and mailed to all Medicaid clients who are on the PASSPORT To Health Program. The newsletters are produced quarterly. If you have suggestions for the newsletter, or would like to be a guest author in one of our newsletters, please call the provider helpline at 800-480-6823.

MONTANA MEDICAID MANAGED CARE as of June 2001

No. of PASSPORT Clients—46,742

No. of Clients 21 and older —14,065

No. of Clients 20 and younger —32,677

No. of PASSPORT Providers— 830

No. of MT PASSPORT Counties —53

"Thank you for providing quality healthcare to Montana's foster kids."

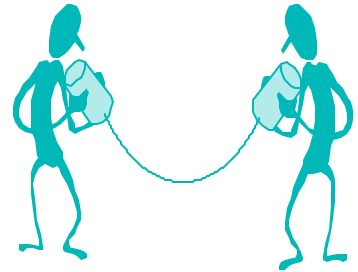
PASSPORT Referrals

The key to the PASSPORT To Health Program is you, the Primary Care Provider. It is through your efforts that we are able to create a "medical home" for our clients. This medical home allows one provider to know all about the client's medical needs and history.

Sometimes it is necessary to refer a patient to another provider. This is done by you (the PCP) giving the authorization and referral number to another provider. Without this referral number

the claim will be denied. It is important to remember that the number must come from the PCP for each healthcare service (in much the same way as a doctor's order or prescription). The authorization number is to be used only that one time. The next time the referral and authorization must again come from the PCP. We also suggest that you document any referrals you give or receive. The referral may be given verbally or in writing. We suggest the referral and authorization

number be given to the provider rather than the patient. This is to give you more control over who has your number.



Giving a Referral

Foster Care

Many of our children are in foster care. When they are enrolled in the PASSPORT To Health Program their guardian has the option to choose a new PCP.

If the guardian does not choose a PCP the child is assigned a provider in the county of official residence. This may be many miles from the place the child is actually living.

Other times, the foster care situation is unstable and the child is moving from location to location and his/her PCP (who may have been close at one time) is now miles from where the child is actually living.

If you are treating a child who is in foster care and his/her PCP is miles from you please recommend to the foster parents that they

call Montana Health Choices at 1-800-362-8312 to select a provider convenient for the child. If the situation is one where being in Managed Care and requiring referrals from a PCP would create a hardship, the family can contact Montana Health Choices at the number above to request a hardship exemption form.

PASSPORT To Health Welcomes Blaine County

Montana now has 53 counties participating in the Medicaid PASSPORT To Health Program. Welcome Blaine County!

Much thanks goes to Fort Belknap I H S and Sweet Medical Center for agreeing to sign on as PASSPORT providers.

Blaine county has 1054 Medicaid clients who were eligible to participate in the PASSPORT Program.

Montana Health Choices will be busy calling these clients, who are new to Medicaid Managed Care, to educate them about PASSPORT To Health and

help them enroll with a primary care provider.

If you are a provider who treats Medicaid patients from Blaine County, make sure to note who the PASSPORT provider is on the Medicaid card and get the appropriate referral *before* you treat the patient.

TPL Information

There are established procedures for both County Office of Public Assistance eligibility workers and for Medicaid providers to follow if they are notified that a Medicaid client no longer has Third Party Liability Insurance (TPL).

Medicaid clients should provide written notification to their caseworkers when they have an insurance termination. Once the eligibility worker receives the written notification, they can request that the Third Party Insurance (TPL)

information be removed from the client's Medicaid card. However, the caseworker is often not notified that the client's TPL has been terminated.

Many times, the termination of insurance is detected by the medical provider, when their claims get denied. When this happens, providers should then send the claim, attaching the notice of insurance termination, to the Third Party Liability Unit at Medicaid ACS/Consultec. Providers can verify the that

TPL has been corrected by calling the Third Party Liability Unit. Once the TPL information is removed, the provider can then resubmit the claim, making sure the TPL information is removed from the claim form.

For further information about TPL billing problems, providers can call the Third Party Liability Unit at ACS/Consultec at 1-800-624-3958 or at 442-1837 in the Helena area.

In the Spotlight: Dr Van Kirke Nelson



Dr Van Kirke Nelson has been a valued member of Montana's Peer Educational Review Committee (PERC) since the inception of the PASSPORT To Health Program.

The PERC committee is a six member panel of PASSPORT providers who help develop and decide policy and clinical issues for the Medicaid PASSPORT To Health Program. We are so pleased with our PERC members that we decided to feature them one at a time in each newsletter!

Dr Van Kirke Nelson arrived in Kalispell in 1962 after a residency at Los Angeles County General Hospital, USC service, in obstetrics and gynecology. He is married and has five children, and continues to actively practice obstetrics and gynecology in Kalispell.

He is the past President of the Montana Medical Association, Section Chairman for Montana ACOG, Vice-Chairman of Montana/Wyoming Foundation for Medical

Care, recipient of the Governor's Award for "Ongoing efforts to improve healthcare to Montana citizens", and is presently on the Montana Board of Medical Examiners.

Thank you Dr Nelson for all your work and commitment to the Medicaid PASSPORT To Health Program and to improving the health of Montanans !

Meet Dr Van Kirke Nelson—a valued member of Montana's Peer Educational Review Committee (PERC)

PASSPORT Update and Reminders

- Remember as of July 1, 2001, all Medicaid copayment balances are zero.
- Clients who are 21 and older, who are not pregnant, and who do not live in a nursing home are responsible for copayments.
- When scheduling appointments for Medicaid clients, be sure to ask the client who their

PASSPORT provider is. If your office is not the PASSPORT provider, make sure to get the appropriate referral *before* the appointment.

Client Comments

Partnership Health Care in Missoula got rave reviews from a client who said their “facility was clean, well staffed and I could just tell they were a very caring staff.” Way to go Partnership Health Care!

Several clients have said they are sad that Dr. Phinney is leaving her Missoula practice and wish her well in the future!

Sadly, Sheila Clark, FNP, from Libby recently passed away. One of her clients stated that it will be difficult for their family to select a new PASSPORT provider, as Sheila Clark was an outstanding healthcare provider that was there for her family both night and day.



Upcoming Provider On-Site Visits!

Montana Health Choices/MAXIMUS is very conscious of promoting productive and educational lines of communication with PASSPORT providers and County Offices of Public Assistance across the State, regarding Montana Medicaid Managed Care.

We want to meet with as many providers as we can schedule in the following areas. As visits are scheduled our Provider Relations staff will send an

agenda listing items that will be discussed and the day and time the meeting has been scheduled. Our Summer schedule is as follows:

July: Garfield, Lake, Gallatin, Daniels, Sheridan, and Missoula Counties.

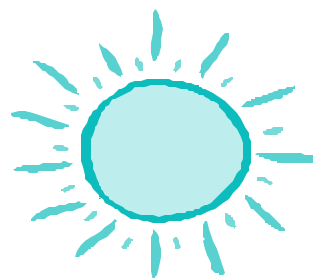
August: Missoula, Carbon, and Flathead Counties.

September: Yellowstone, Musselshell, and Fergus Counties.

Please expect to hear from Maria Rogne, Renee’

Pomeroy, or Maureen O’Reilly to schedule a visit with your office during these months. Or, if you would prefer, you may contact us directly to request a visit. You can contact Montana Health Choices at **1-800-480-6823**.

We look forward to meeting with you and discussing the Medicaid Managed Care Program!



Have a safe and happy Summer!

Montana Health Choices is operated by MAXIMUS under the direction of the Montana Department of Public Health and Human Services